Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the application:

1   1.   (withdrawn) A method comprising:
2   receiving a storable representation of an audio/video interaction between
3 an agent of a business and a customer;
4   analyzing the storable representation, wherein during the analyzing an
5 analyst observes the storable representation and performs an evaluation of the
6 visual and audio aspects of the audio/video interaction to determine analysis data
7 that are related to a quality of service provided to the customer by the agent; and
8   inputting the analysis data into a data processing device, wherein the
9 analysis data is derived from the visual aspects of the audio/video interaction
10 associated with the analyzing.

1   2.   (withdrawn) The method of claim 1, wherein the business is
2 located in a first geographic area and the analyzing occurs in a second geographic
3 area and the second geographic area is subject to a geographic wage attenuator.

1   3.   (withdrawn) The method of claim 1, wherein the agent and the
2 customer are face-to-face during the audio/video interaction.

1   4.   (withdrawn) The method of claim 1, wherein the agent and the
2 customer are not face-to-face during the audio/video interaction.

1   5.   (withdrawn) The method of claim 1, wherein the analyst is one of a
2 group of calibrated analysts who have been trained to produce scores within a set
3 deviation of each other in response to a common input.

1   6.   (withdrawn) The method of claim 5, wherein a calibration selected
2 from the group consisting of an internal calibration, a client calibration, an

3   anonymous transaction simulation, and a quality audit has been applied to the

4   analysts.

1   7.   (withdrawn) The method of claim 1, further comprising:

2   transmitting the storable representation to a second geographic area.

1   8.   (withdrawn) The method of claim 1, wherein the analyzing occurs

2   at a frequency that requires at least one of the agent's audio/video interactions per

3   day to be analyzed for service quality.

1   9.   (withdrawn) The method of claim 1, wherein the analyzing occurs

2   at a frequency selected from the group consisting of at least once per day, more

3   than once per day and a frequency sufficient to provide a statistically relevant

4   sample of the agent's audio/video interactions.

1   10.   (withdrawn) The method of claim 1, further comprising:

2   informing the agent of at least one agent performance element that could

3   be performed even better.

1   11.   (withdrawn) The method of claim 10, further comprising:

2   notifying the agent of at least one agent performance element that was

3   well performed.

1   12.   (withdrawn) The method of claim 1, further comprising:

2   providing a training tip for the agent based on the analyzing.

1   13.   (withdrawn) The method of claim 1, wherein during the evaluation

2   the analyst uses a criterion selected from the group consisting of did the agent

3   projected a confident visual appearance, what effect did the agent's body

4   language have on the customer, did the agent make sufficient eye contact with the

5   customer, did the customer appear at ease, and did the customer appear to become

6   upset during the course of the interaction.

1   14.   (currently amended) An apparatus <u>for calibrating analysts,</u>

2 comprising:

3   a storage device~~, the storage device is~~ configured to receive and store a

4 plurality of storable representations of audio/video interactions between agents of

5 a business and customers of the business, the storable representations are analyzed

6 by analysts to estimate analysis data~~, wherein the analysis data is related to a~~

7 ~~quality of service; and~~

8   ~~an analysts console, the analyst's console is~~ <u>analyst consoles, each</u>

9 configured to access the storage device and to ~~facilitate the input of analysis data,~~

10 ~~the analysis data representing an estimate of the quality of service rendered by the~~

11 ~~agents to the customer~~ <u>obtain one of the interaction representations for providing</u>

12 <u>to one of the analysts; and</u>

13   <u>a calibration module to calibrate the analysts by receiving performance</u>

14 <u>scores based on the analysis data from each analyst and reviewing the</u>

15 <u>performance scores until variation between the analyst scores satisfy a predefined</u>

16 <u>limit, each performance score providing an estimate for a quality of service</u>

17 <u>rendered by one of the agents to one or more of the customers.</u>

1   15.   (previously presented) The apparatus of claim 14, wherein the

2 business is located in a first geographic area and the storable representations are

3 analyzed for quality of service in a second geographic area and the second

4 geographic area is subject to a geographic wage attenuator.

1   16.   (currently amended) The apparatus of claim 14, wherein ~~an agent~~

2 ~~and a customer~~ <u>the agents and the customers</u> are face-to-face during the

3 audio/video interaction.

1   17.   (currently amended) The apparatus of claim 14, wherein ~~an agent~~

2 ~~and a customer~~ <u>the agents and the customers</u> are not face-to-face during the

3 audio/video interaction.

1   18.   (previously presented) The apparatus of claim 14, wherein a device
2   is used to obtain a storable representation of an audio/video interaction.

1   19.   (original) The apparatus of claim 18, wherein the device is selected
2   from the group consisting of a video-telephone, a workstation, an audio/video
3   monitoring system, a lap-top computer, a personal data assistant, a tablet
4   computer and a wearable computer.

1   20.   (original) The apparatus of claim 15, further comprising a
2   communication link to facilitate communications between the first geographic
3   area and the second geographic area.

1   21.   (original) The apparatus of claim 20, wherein the communication
2   link further comprises a satellite.

1   22.   (currently amended) The apparatus of claim 14, wherein an
2   analysis frequency applied to ~~an agent's~~ the audio/video interactions is selected
3   from the group consisting of at least once per day, more than once per day and a
4   frequency sufficient to provide a statistically relevant sample of the ~~agent's~~
5   audio/video interactions.

1   23.   (previously presented) The apparatus of claim 14, wherein at least
2   one agent's audio/video interactions per day is analyzed for a quality of service.

1   24.   (original) The apparatus of claim 14, wherein the analysis data
2   further comprises:
3   an agent performance element that could be performed even better.

1   25.   (currently amended) The apparatus of ~~claim 24~~ claim 14, wherein
2   the analysis data further comprises:
3   an agent performance element that was well performed.

1   26.   (original) The apparatus of claim 14, wherein the analysis data
2 further comprises:
3   a training tip for the agent based on analyzing the agent's audio/video
4 interactions.

1   27.   (currently amended) The apparatus of claim 22, further
2 comprising:
3   a data base comprising a plurality of analysis data collected from ~~an agent~~
4 <u>one of the agents</u>.

1   28.   (currently amended) The apparatus of claim 23, further
2 comprising:
3   a data base comprising a plurality of analysis data collected from the
4 <u>remaining</u> agents.

1   29.   (original) The apparatus of claim 15, wherein the first geographic
2 area is the United States of America and the second geographic area is selected
3 from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South
4 Africa, Swaziland, Tanzania and the Philippines.

1   30.   (original) The apparatus of claim 15, wherein the first geographic
2 area is the United States of America and the second geographic area is external to
3 the United States of America.

1   31.   (original) The apparatus of claim 15, wherein the first geographic
2 area is the United States of America and the second geographic area is selected
3 from the group consisting of Argentina, Dominican Republic, Ecuador, El
4 Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama
5 and Uruguay.

32.   (original) The apparatus of claim 15, wherein the first geographic area is France and the second geographic area is selected from the group consisting of Algeria, Rwanda, Senegal and Haiti.

33.   (previously presented) The apparatus of claim 14, wherein both the first geographic area and the second geographic area are part of the same country.

34.   (withdrawn) A method comprising:

monitoring in real time an audio/video interaction between an agent of a business and a customer;

analyzing the audio/video interaction, wherein during the analyzing an analyst observes the storable representation and evaluates the visual aspects of the audio/video interaction to determine analysis data that are related to a quality of service provided to the customer by the agent; and

inputting the analysis data into a data processing device, wherein the analysis data is derived from the visual aspects of the audio/video interaction associated with the analyzing.

35.   (withdrawn) The method of claim 34, wherein the business is located in a first geographic area the analyzing occurs in a second geographic area and the second geographic area is subject to a geographic wage attenuator, and both geographical areas share at least one language in common.

36.   (withdrawn) The method of claim 34, wherein the analyzing occurs at a frequency that requires at least one of the agent's interactions per day to be analyzed for service quality.

37.   (withdrawn) The method of claim 34, wherein the audio/video interaction further comprises data associated with the audio/video interaction and the analyst uses the data during the evaluation of the audio/video interaction.

38.   (withdrawn) The method of claim 34, further comprising:

2   informing the agent of at least one agent performance element that could

3   be performed even better.

1   39.   (withdrawn) The method of claim 38, further comprising:

2   notifying the agent of at least one agent performance element that was

3   well performed.

1   40.   (withdrawn) The method of claim 34, further comprising:

2   providing a training tip for the agent based on the analyzing.

1   41.   (withdrawn) The method of claim 34, wherein during the

2   evaluation the analyst uses a criterion selected from the group consisting of did

3   the agent projected a confident visual appearance, what effect did the agent's

4   body language have on the customer, did the agent make sufficient eye contact

5   with the customer, did the customer appear at ease, and did the customer appear to

6   become upset during the course of the interaction.

1   42.   (currently amended) An apparatus comprising:

2   a receiver configured to receive an audio/video interaction between an

3   agent of a business and a customer, the audio/video interaction is capable of being

4   analyzed for service quality by ~~an analyst~~ one or more analysts in real time; and

5   ~~a console, the console is~~ analyst consoles each configured to ~~facilitate~~

6   ~~input of analysis data, the analysis data indicating a quality of service rendered by~~

7   ~~the agent to the customer after the agent's performance is analyzed by at least one~~

8   ~~analyst~~ obtain one of the interactions for providing to one of the analysts;

9   a calibration module to calibrate the analysts by receiving performance

10 scores based on the interaction from each analyst and reviewing the performance

11 scores until variation between the analyst scores satisfy a predefined limit, each

12 performance score providing an estimate for a quality of service rendered by the

13 agent to the customer, wherein during [[the]] each analyst's analysis of

14 audio/video interaction, the analyst uses a criterion selected from the group

15 consisting of did the agent ~~projected~~ project a confident visual appearance, what

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16 effect did the agent's body language have on the customer, did the agent make

17 sufficient eye contact with the customer, did the customer appear at ease, and did

18 the customer appear to become upset during the course of the interaction.

1   43.   (original) The apparatus of claim 42, wherein the business is

2 located in a first geographic area and the audio/video interaction is capable of

3 being analyzed for service quality in a second geographic area and the second

4 geographic area is subject to a geographic wage attenuator.

1   44.   (original) The apparatus of claim 42, wherein the agent and the

2 customer are face-to-face during the audio/video interaction.

1   45.   (original) The apparatus of claim 42, wherein the agent and the

2 customer are not face-to-face during the audio/video interaction.

1   46.   (currently amended) The apparatus of claim 42, wherein a ~~device~~

2 ~~is used to obtain the storable~~ representation of the audio/video interaction is

3 obtained by a device.

1   47.   (original) The apparatus of claim 46, wherein the device is selected

2 from the group consisting of a video-telephone, a workstation, an audio/video

3 monitoring system, a lap-top computer, a personal data assistant, a tablet

4 computer and a wearable computer.

1   48.   (original) The apparatus of claim 43, further comprising:

2   a communication link to facilitate communications between the first

3 geographic area and the second geographic area.

1   49.   (original) The apparatus of claim 48, wherein the communication

2 link further comprises a satellite.

1   50.   (currently amended) The apparatus of claim 42, wherein an

2 analysis frequency applied to the ~~agent's~~ audio/video interactions are selected

3 from the group consisting of at least once per day, more than once per day and a

4   frequency sufficient to provide a statistically relevant sample of the ~~agent's~~

5   audio/video interactions.

1   51.   (previously presented) The apparatus of claim 42, wherein at least

2   one of the agent's audio/video interactions per day is analyzed for a quality of

3   service.

1   52.   (original) The apparatus of claim 42, wherein the analysis data

2   further comprises:

3   an agent performance element that could be performed even better.

1   53.   (currently amended) The apparatus of ~~claim 52~~ claim 42, wherein

2   the analysis data further comprises:

3   an agent performance element that was well performed.

1   54.   (original) The apparatus of claim 42, wherein the analysis data

2   further comprises:

3   a training tip for the agent based on analyzing the agent's audio/video

4   interaction.

1   55.   (previously presented) The apparatus of claim 50, further

2   comprising:

3   a data base comprising a plurality of analysis data based on the agent's

4   audio/video interactions.

1   56.   (previously presented) The apparatus of claim 51, further

2   comprising:

3   a data base comprising a plurality of analysis data based on the agent's

4   audio/video interactions.

1   57.   (original) The apparatus of claim 42, wherein the audio/video

2   interaction further comprises a telephone call.

1   58.   (original) The apparatus of claim 42, wherein the audio/video
2 interaction further comprises an email message.

1   59.   (original) The apparatus of claim 43, wherein the first geographic
2 area is the United States of America and the second geographic area is selected
3 from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South
4 Africa, Swaziland, Tanzania and the Philippines.

1   60.   (original) The apparatus of claim 43, wherein the first geographic
2 area is the United States of America and the second geographic area is external to
3 the United States of America.

1   61.   (original) The apparatus of claim 43, wherein the first geographic
2 area is the United States of America and the second geographic area is selected
3 from the group consisting of Argentina, Dominican Republic, Ecuador, El
4 Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama
5 and Uruguay.

1   62.   (original) The apparatus of claim 43, wherein the first geographic
2 area is France and the second geographic area is selected from the group
3 consisting of Algeria, Rwanda, Senegal and Haiti.

1   63.   (original) The apparatus of claim 42, wherein analysis of the
2 audio/video interaction results in the transfer of a debit or a credit.

1   64.   (withdrawn) A method comprising:
2   analyzing a storable representation of an audio/video interaction between
3 an agent of a business and a customer, wherein during the analyzing an analyst
4 observes the storable representation and performs an evaluation of the visual and
5 audio aspects of the audio/video interaction to determine analysis data that are
6 related to a calibrated quality of service provided to the customer by the agent,
7 wherein the analyst evaluates the agent's interactions at a high frequency;

8   inputting the analysis data into a data processing device, wherein the

9 analysis data is derived from the visual aspects of the audio/video interaction

10 associated with the analyzing, and the analyst is one of a group of calibrated

11 analysts who have been trained to produce scores within a set deviation of each

12 other in response to a common input, wherein a calibration selected from the

13 group consisting of an internal calibration, a client calibration, an anonymous

14 transaction simulation, and a quality audit has been applied to the analysts.

1   65.   (withdrawn) The method of claim 64, wherein the analyzing occurs

2 at a frequency that requires at least one of the agent's audio/video interactions per

3 day to be analyzed for a quality of service.

1   66.   (withdrawn) The method of claim 65, wherein the audio/video

2 interaction further comprises data associated with the audio/video interaction and

3 the analyst uses the data during the evaluation.

1   67.   (withdrawn) The method of claim 66, further comprising:

2   notifying the agent of at least one agent performance element that was

3 well performed; and

4   informing the agent of at least one agent performance element that could

5 be performed even better.

6   68.   (withdrawn) The method of claim 67, further comprising:

7   providing a training tip for the agent based on the analyzing.

1   69.   (withdrawn) The method of claim 68, further comprising:

2   transferring a debit or a credit in exchange for the analyzing.

1   70.   (withdrawn) The method of claim 64, wherein the agent and the

2 customer are face-to-face during the audio/video interaction.

1   71.   (withdrawn) The method of claim 64, wherein the agent and the

2 customer are not face-to-face during the audio/video interaction.

1   72.   (withdrawn) The method of claim 64, wherein a device is used to
2 obtain the storable representation of the audio/video interaction.

1   73.   (withdrawn) The method of claim 72, wherein the device is
2 selected from the group consisting of a video-telephone, a workstation, an
3 audio/video monitoring system, a lap-top computer, a personal data assistant, a
4 tablet computer and a wearable computer.

1   74.   (currently amended) An apparatus comprising:
2   a plurality of storable representations of an audio/video interactions
3 arising between an agent of a business and customers, wherein the customers are
4 in a first geographic area;
5   a communication link to transfer the storable representations to a second
6 geographic area; [[and]]
7   a storage device coupled with the communication link, to store the storable
8 representations ~~wherein the storable representations are capable of being analyzed~~
9 ~~for quality of service in the second geographic area by analysts, wherein the~~
10 ~~analysts observe the storable representations and perform evaluations of the visual~~
11 ~~and audio aspects of the audio/video interactions to determine analysis data that~~
12 ~~are related to quality of service provided to the customers, and the second~~
13 ~~geographic area is subject to a geographic wage attenuator~~, which are analyzed by
14 analysts in the second geographic area; and
15   a calibration module to calibrate the analysts by receiving performance
16 scores based on the storable representations from each analyst and reviewing the
17 performance scores until variation between the analyst scores satisfy a predefined
18 limit, each performance score providing an estimate for a quality of service
19 rendered by one of the agents to one or more of the customers.

1   75.   (currently amended) The apparatus of claim 74, wherein at least
2 one of the ~~agent's~~ audio/video interactions ~~per day~~ for at least one of the agents is
3 analyzed per day for service quality in the second geographic area.

1   76.   (currently amended) The apparatus of claim 75, wherein ~~analyzed~~

2   the analysis for quality of service includes scoring the agent according to

3   predefined criteria.

1   77.   (original) The apparatus of claim 76, wherein predefined criteria

2   includes scoring the agent according to criteria developed by sampling agent

3   performance at least once a day on a substantially continuing basis.

1   78.   (previously presented) The apparatus of claim 76, wherein during

2   the analysis the analyst uses a criterion selected from the group consisting of did

3   the agent projected a confident visual appearance, what effect did the agent's

4   body language have on the customer, did the agent make sufficient eye contact

5   with the customer, did the customer appear at ease, and did the customer appear to

6   become upset during the course of the interaction.

1   79.   (original) The apparatus of claim 74, wherein the agent and the

2   customer are face-to-face during the audio/video interaction.

1   80.   (original) The apparatus of claim 74, wherein the agent and the

2   customer are not face-to-face during the audio/video interaction.

1   81.   (original) The apparatus of claim 74, wherein a device is used to

2   obtain the storable representation of the audio/video interaction.

1   82.   (original) The apparatus of claim 81, wherein the device is selected

2   from the group consisting of a video-telephone, a workstation, an audio/video

3   monitoring system, a lap-top computer, a personal data assistant, a tablet

4   computer and a wearable computer.

1   83.   (withdrawn) A data base comprising:

2   analysis data corresponding to analyzed audio/video interactions between

3   an agent and customers, wherein the agent's performance is analyzed at least X

4   times a day and analysis of the audio/video interactions proceeds on a

5   substantially continuing basis by a group of calibrated analysts wherein a

6   calibration technique selected from the group consisting of an internal calibration,

7   a client calibration, an anonymous transaction simulation, and a quality audit has

8   been applied to the calibrated analysts and X is greater than or equal to one.

1   84.   (withdrawn) The data base of claim 83, wherein analysis data

2   further comprises:

3   an agent performance element that was well performed.

1   85.   (withdrawn) The data base of claim 83, wherein analysis data

2   further comprises:

3   an agent performance element that could be performed even better.

4   86.   (withdrawn) The data base of claim 83, wherein analysis data

5   further comprises:

6   a training tip for the agent based on analyzing the agent's interaction with

7   a customer during an audio/video interaction.

1   87.   (withdrawn) A computer readable medium containing executable

2   computer program instructions, which when executed by a data processing

3   system, cause the data processing system to perform a method comprising:

4   accessing a storable representation of an audio/video interaction between

5   an agent of a business and a customer;

6   playing the storable representation, wherein during the playing an analyst

7   observes the storable representation and performs an evaluation of the visual

8   aspects of the audio/video interaction to determine analysis data that are related to

9   a quality of service provided to the customer by the agent;

10   receiving the analysis data; and

11   storing the analysis data into a data base.

1   88.   (withdrawn) The computer readable medium of claim 87, wherein

2   the business is located in a first geographic area and the playing occurs in a

3   second geographic area and the second geographic area is subject to a geographic

4   wage attenuator.

1   89.   (withdrawn) The computer readable medium of claim 87, wherein

2   the agent and the customer are face-to-face during the audio/video interaction.

1   90.   (withdrawn) The computer readable medium of claim 87, wherein

2   the agent and the customer are not face-to-face during the audio/video interaction.

1   91.   (withdrawn) The computer readable medium of claim 87, wherein

2   the analyst is one of a group of calibrated analysts who have been trained to

3   produce scores within a set deviation of each other in response to a common

4   input.

1   92.   (withdrawn) The computer readable medium of claim 91, wherein

2   a calibration selected from the group consisting of an internal calibration, a client

3   calibration, an anonymous transaction simulation, and a quality audit has been

4   applied to the analysts.

1   93.   (withdrawn) The computer readable medium of claim 87, wherein

2   the playing occurs at a frequency that requires at least one of the agent's

3   audio/video interactions per day to be analyzed for service quality.

1   94.   (withdrawn) The computer readable medium of claim 93, wherein

2   the audio/video interaction further comprises data associated with the audio/video

3   interaction, and the data is used during the evaluation by the analyst.

1   95.   (withdrawn) The computer readable medium as set forth in claim

2   94, the method further comprising:

3   notifying the agent of at least one agent performance element that was

4   well performed; and

5   informing the agent of at least one agent performance element that could

6   be performed even better.

1   96.   (withdrawn) The computer readable medium of claim 95, wherein
2 during the evaluation the analyst uses a criterion selected from the group
3 consisting of did the agent projected a confident visual appearance, what effect
4 did the agent's body language have on the customer, did the agent make sufficient
5 eye contact with the customer, did the customer appear at ease, and did the
6 customer appear to become upset during the course of the interaction.

1   97.   (currently amended) An apparatus comprising:
2   a processor;
3   a reader coupled with the processor;
4   a data input device configured with the processor to accept input from ~~an~~
5 ~~analyst~~ <u>one or more analysts</u>; and
6   a computer readable medium containing executable computer program
7 instructions, which when executed by the apparatus, cause the apparatus to
8 perform a method comprising:
9   accessing a storable representation of an audio/video interaction
10 between an agent of a business and a customer;
11   playing the storable representation <u>to the analysts</u>, wherein during
12 the playing [[the]] <u>each</u> analyst observes the storable representation and performs
13 an evaluation ~~of the visual aspects~~ of the audio/video interaction to determine
14 analysis data ~~that are related to a quality of service provided to the customer by~~
15 ~~the agent~~;
16   receiving ~~the analysis data~~ <u>performance scores from the analysts</u>
17 <u>based on the analysis data</u>;
18   <u>calibrating the analysts by reviewing the performance scores until</u>
19 <u>variation between the analyst scores satisfy a predefined limit, each performance</u>
20 <u>score providing an estimate for a quality of service rendered by one of the agents</u>
21 <u>to one or more of the customers</u>; and
22   storing the analysis data <u>and performance scores</u> into a data base.

1   98.   (previously presented) The apparatus of claim 97, further

2 comprising:

3   a data display configured with the processor to facilitate determining the

4 quality of service within the audio/video interaction.

1   99.   (original) The apparatus of claim 97, wherein the data input device

2 is selected from the group consisting of a computer mouse, a pointing device, a

3 keyboard, and a microphone.

1   100.   (original) The apparatus of claim 97, wherein the audio/video

2 interaction further comprises data associated with the audio/video interaction.

1   101.   (original) The apparatus of claim 97, wherein the agent and the

2 customer are face-to-face during the audio/video interaction.

1   102.   (original) The apparatus of claim 97, wherein the agent and the

2 customer are not face-to-face during the audio/video interaction.

1   103.   (original) The apparatus of claim 97, wherein a device is used to

2 obtain the storable representation of the audio/video interaction.

1   104.   (original) The apparatus of claim 103, wherein the device is

2 selected from the group consisting of a video-telephone, a workstation, an

3 audio/video monitoring system, a lap-top computer, a personal data assistant, a

4 tablet computer and a wearable computer.